

# **SCHEDULE 21**

## **VENDOR THIRD PARTY SOFTWARE**

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**MASTER SERVICES AGREEMENT**

**REGARDING**

**DIVISION OF FAMILY RESOURCES MODERNIZATION PROJECT**

**By and Between**

**THE STATE OF INDIANA,**

**ACTING ON BEHALF OF**

**THE FAMILY AND SOCIAL SERVICES ADMINISTRATION,**

**And**

**INTERNATIONAL BUSINESS MACHINES CORPORATION**

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<b>Software Component</b>	<b>Description</b>	<b>3rd Party Commercially Off The Shelf</b>
Altiris Management Suite	Data Center server image management	Altiris
Captiva – WorkFlows	Document Processing Workflow for Document Center	Captiva
Captiva Image Repository	Image Repository for Document Center	Captiva
Captiva – Digital Mailroom	Printing in Document Center	Captiva
Captiva – FormWare	Document Center Forms	Captiva
Cúram	Benefits and Eligibility workflow management engine for the total solution	Cúram
Interactive Intelligence Interaction Director	Call Distribution Monitoring & Statistics for the Service Centers	i3
Interactive Intelligence Enterprise IP Telephony	Voice Over IP for Service Center	i3
Interactive Intelligence Interaction Recorder	Recording Calls in Service Center	i3
Interactive Intelligence Speech Recognition Services	Speech Recognition Server for Service Center	i3
Interactive Intelligence Conference	Service Center Conference Call Server	i3
Interactive IntelligenceFax	Service Center Fax Server	i3
Internet Scanner (Internet Security System)	Internet intrusion prevention for the Data Center environment	Internet Security Systems
KIWI Syslog Daemon	Server system log analyzer	Kiwi
McData SAN Manager	Data Center Storage Management	McData
Microsoft XP	Workstation Operating Systems for all end users	Microsoft
Microsoft Office	Productivity Suite for project staff.	Microsoft
Microsoft Server	Server Operating System	Microsoft
NetIQ AppManager 6.0 (Operator/Control Center, Web Access, Developer) Console Pack	Data Center server monitoring console	NetIQ
NetIQ Diagnostic Console	Data Center server monitoring console	NetIQ

Software Component	Description	3rd Party Commercially Off The Shelf
NetIQ AppManager	Data Center server monitoring for Windows servers	NetIQ
NetIQ for Microsoft Active Directory	Data Center monitoring for MS Active Directory server application	NetIQ
NetIQ for Lotus Domino	Data Center server monitoring for Lotus Domino server application	NetIQ
NetIQ for IBM AIX	Data Center server monitoring for AIX/UNIX servers	NetIQ
NetIQ for Red Hat Linux	Data Center server monitoring for Linux	NetIQ
NetIQ for Apache Web Server	Data Center monitoring for Apache Web server application	NetIQ
NetIQ for IBM WebSphere Application Server	Data Center monitoring for WebSphere server application	NetIQ
NetIQ for Analysis Center	Monitoring analysis tool	NetIQ
Symantec Critical System Protection	Host based Intrusion Protection of Data Center servers	Symantec
Vertis Backup	Server backup management	Veritas
LogMeIn Rescue (www.3amlabs.com)	Remote workstation support tool.	www.3amlabs.com

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